

*DVI continues to adapt and respond as global and local events surrounding the COVID-19 Pandemic continue to evolve. In an effort to keep you well informed, we want to share the following information about how these responses are shaping our day-to-day operations.*

## Is DVI Open for Business?

- In both Peoria and Winter Park, Associates have been phased back into the office. Taking many factors into consideration, we are maintaining a level of 80% of our Associates working from the office while the remaining 20% continue to work productively from home.

## How Can I Communicate with a DVI Associate?

- Through each phase of our work-from-home and return-to-office plans, DVI offices will maintain normal business hours (8:00AM-5:00PM) for personal phone calls, emails, client service and portfolio discussions. If multiple participants are required for a discussion, we can easily schedule a conference call.
- If a DVI Associate is working from home, direct dial calls and operator assisted calls will automatically be forwarded to their mobile phones. Voice Mail will be checked frequently.
- In both the Peoria, Illinois and Winter Park, Florida offices, clients can once again schedule an in-person meeting with members of the DVI team. However, new health and safety protocols have been implemented in order to protect the health and well-being of all attendees. Please contact your Relationship Manager to discuss scheduling an in-office meeting.

## How Will These Circumstances Affect Client Service?

- Under current circumstances, we may experience slower turnaround times for processing paperwork through our custodian partners. Therefore, it is best to provide our team as much advance notice as possible for activities that will require DVI's involvement.
- All inbound and outbound USPS mail delivery, as well as express mail delivery will continue to be managed by our offices in Peoria, IL and Winter Park, FL.
- Contributions and withdrawals from client portfolios will be processed as usual with no expectation for delay or interruption.

## Is DVI Still Making Client Introductions?

- In both the Peoria and Winter Park offices, prospective clients can attend in-person introductory meetings under the same health and safety protocols as our clients. For prospective clients who have reservations about meeting in person at this time, introductions can be made via phone or video conference call.